Telepsychiatry

The leadership team in the Psychiatric Emergency Service at Children’s Hospital Colorado (CHCO) participated in the development and implementation of a telepsychiatry pilot project with the CHCO Network of Care sight location in Highlands Ranch. A process map was completed to detail the workflow, parent information letters were created to introduce the assessment method, and provider and patient surveys were created to assess the acceptability and effectiveness of the modality.
NOC Telepsychiatry Presence

INCLUSION CRITERIA
- Less than 12 years old
- Current Physical Aggression
- Current Anxiety
- Current Unsafe Behaviors w/o Suicidal Ideation
- Functional Impairment
- NOT Actively Homicidal or Suicidal
- Not Primary DX of Developmental Disorder
- NOT Actively Psychotic
- Not actively unsafe in NOC ED

TIMEFRAME: 10a-5p, M-F

Patient arrives at NOC site → Register, triage, Medical Screening → Room, Safety Watch, Searched, Changed into Scrubs → YES primary presentation is BH issue → ER MD Delivers set of BH ??s → Not Acute, No Crisis → PES by phone with provider → Discharge with Resources and F/U plan → Consult with PES initiated → Transfer to MAIN → <4 Hour wait time → Set up teleconsult with MAIN PES → Teleconsult b/wn PEM and MAIN Psychiatry → No Admit → PES/PEM discussion with parents → Discharge with Resources and F/U plan → No Admit → Teleconsult b/wn PEM and MAIN Psychiatry → No Admit → Yes → Certain Admit, SI, HI, psychosis, unsafe beh in ED → Admit Disposition → Admit at MAIN → Transfer to MAIN → Set up transfer → YES
Dear Parent/Guardian/Caregiver:

The Children’s Hospital Colorado Access to Telepsychiatry (CHAT) Program is an effort of the behavioral health specialist from the Department of Psychiatry and Behavioral Health Services at Children’s Hospital Colorado with the goal of providing child and adolescent psychiatric expertise to children, parents, and families who are served by network of care sites of Children’s Hospital Colorado. CHAT clinicians are members of the medical staffs of the University of Colorado Health Science Center and Children’s Hospital Colorado. Through the use of state-of-the-art technology, CHAT clinicians provide consultation and treatment recommendations to credentialed providers at network of care sites about your child or family’s needs.

As you will notice, the equipment for the CHAT service includes a computer on wheels (COW). On top of the computer monitor is a camera that sends a picture of you to the CHAT clinician. There is also a microphone in the monitor so that the CHAT clinician can hear you. The CHAT clinician has the same equipment in their office(s) at the Anschutz Medical Campus so you can see and hear her/him. You will see the CHAT clinician on the majority of the computer screen. In one corner of the screen you will the picture of yourself that the CHAT clinician is seeing. Or if you choose, we can close that box so that you only see the CHAT clinician.

During the consultation, please feel free to move around as you need. However, excessive movement can cause some blurring or delay in the picture. However, your speech is never delayed. You will hear the CHAT clinician at the exact time s/he is speaking to you and vice versa.

Telepsychiatry/behavioral consultation allows for live, interactive audio-visual teleconferencing that transfers information between your network of care location and the Anschutz Medical Campus. All measures are taken to ensure that this transfer occurs safely and confidentially. The system you are using is fully encrypted and complies with HIPAA standards governing safe transmission of protected healthcare data. It is important that you understand and agree to any members who are present in your room at the time of the consultation. All members at the CHAT transmission end will be identified, both on and off of camera, as well as the purpose of their participation.

While the use of this technology is increasing in the medical community it is different from traditional child and adolescent psychiatric practice and its use has both benefits, as well as possible limitations.

Benefits of telepsychiatry include the ability to access CHAT resources without needing to drive a significant distance, as well as the ability to actively involve your network of care provider in the treatment discussion.

Limitations of telepsychiatry are not fully understood. However, some practitioners believe that while the technology allows for an effective interaction, it may be less useful in certain clinical situations (e.g., younger children, children who are less verbal) than traditional live interactions.

It is necessary that parents and children who agree to such a consultation feel comfortable with the process and feel free to participate openly and actively. Please be sure to speak with your Children’s Hospital Network of Care provider and CHAT clinician about any questions or concerns that you may have. If you are not comfortable with the way the CHAT consultation works, you may refuse to participate without penalty or loss of Children’s Hospital Colorado services.
Provider Telehealth Survey

Date of telehealth visit: ________________  Type of visit: ________________

1. I did not experience any technical difficulties while using the system
   (Circle best option)
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

2. The telehealth system, VIDYO, is easy to use
   (Circle best option)
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

3. I could hear and see the provider I was connected to clearly
   (Circle best option)
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

4. My patient can obtain better access to healthcare services by use of telehealth
   (Circle best option)
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

5. Telehealth saves my patient time travelling to and/or time waiting for an appt. at a hospital or clinic
   (Circle best option)
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

6. I find telehealth an acceptable way to provide healthcare to my patient
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

7. Telehealth provides value to the healthcare I provide to my patient
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

8. I will use telehealth services again with my patients
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

9. Overall I am satisfied with the quality of service I am able to provide to my patients using telehealth
   | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

10. Today's telehealth visit resulted in changes to the patient's care plan or a new care plan.
    | Strongly Agree | Strongly Disagree | Disagree | Neutral | Agree | Don't Know |

11. Please provide any additional comments or suggestions you have for improving telehealth services at Children's Hospital Colorado.
# Patient Telehealth Survey

**Provider's Name (first and last):** ________________  **Date of telehealth visit:** ________________

1. Overall, I felt comfortable using telehealth for my visit?
   (Circle best option)
   - Strongly Disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly Agree
   - Don't Know

2. Technology was easy to use for my appointment.
   (Circle best option)
   - Strongly Disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly Agree
   - Don't Know

3. How would you rate your ability to SEE and HEAR the medical providers using telehealth?
   (Circle best option)
   - Strongly Disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly Agree
   - Don't Know

4. I would be likely to accept an “invitation” from my doctor’s office to use this technology again for clinical visits or follow-up appointments.
   (Circle best option)
   - Strongly Disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly Agree
   - Don't Know

5. I will recommend the use of telehealth to others.
   (Circle best option)
   - Strongly Disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly Agree
   - Don't Know

6. Prior to today, have you ever used telehealth?
   (Circle best option)
   - Yes
   - No
   - Don’t Know

   If yes, briefly describe the situation. Was the experience better or worse? **Type of visit:**

   Compared to your regular “in person” visits with your provider, using this technology could:
   (Circle best option using choices directly above)

7. Reduce inconvenience through avoiding unnecessary travel
   - Strongly Disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly Agree
   - Don’t Know

8. Reduce time missed from school and work?
   - Strongly Disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly Agree
   - Don’t Know

9. Reduce delays for next available appointment
   - Strongly Disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly Agree
   - Don’t Know

10. Please provide any additional comments or suggestions you have for improving telehealth services at Children’s Hospital Colorado.